

Amendments to the Claims:

1. (Currently Amended) A method of collaboratively identifying, prioritizing, and resolving issues affecting a series administered by an originating entity, the series comprising a plurality of similar complex systems, the method being implemented over a computer network in communication with a first, second, and third computer device, the first computer device being adapted to be used by a customer in possession of a system in the series, the second computer device being adapted to be used by the originating entity, and the third computer device being adapted to be used by a committee comprised of a customer representative and an originating entity representative, the method comprising:

receiving at least one of an issue ~~and~~or a comment corresponding to the issue over the computer network, from at least one of the customer ~~and~~or the originating entity, on a discussion-capable electronic media configured to have a plurality of issues and a plurality of comments posted thereon and accessible to the first, the second, and a third computer device over the computer network;

accessing the electronic media by the committee via the third computer device for the committee to separate the posted plurality of issues into rejected issues and action issues, at least partially based on the posted plurality of comments, and for the committee to prioritize the action issues;

assigning ~~each~~an action issue by the committee via the third computer device to ~~at least~~ one of the customer ~~and~~or the originating entity to have a resolution investigation conducted thereon and sending therewith a set of resolution directions for conducting the resolution investigation for ~~each~~the assigned action issue over the computer network to the ~~at least one~~ of the customer ~~and~~or the originating entity via the corresponding one of the first computer device ~~and~~or the second computer device;

receiving a resolution proposal, resulting from the corresponding resolution investigation, for ~~each~~the action issue over the computer network, from the ~~at least one~~ of the customer ~~and~~or the originating entity assigned the respective action issue, the resolution ~~proposals~~proposal being accessible by the committee via the third

computer device for the committee to evaluate the resolution ~~proposals~~proposal;
and
directing implementation of the resolution proposal for each ~~the~~ evaluated action issue by
the committee via the third computer device over the computer network, the
committee then directing closure of the action issue upon completion of
implementation of the resolution proposal,
wherein the assigning, receiving and directing steps occur for each of a plurality of action
issues at least partially based upon the priority determined by the committee.

2. (Currently Amended) A method according to Claim 1 further comprising storing the rejected
issues for at least one of further monitoring ~~and~~ or future reference.

3. (Currently Amended) A method according to Claim 1 wherein ~~allowing the committee to
send~~sending a set of resolution directions ~~further comprises allowing the committee to send~~
sending a set of resolution directions comprising at least one of an assignment of the action issue
to at least one of the customer ~~and~~ or the originating entity, a suggested cost of the
implementation of the resolution proposal, ~~and~~ or a criteria for designating the action issue as
being resolved.

4. (Currently Amended) A method according to Claim 1 wherein the originating entity
comprises an aircraft manufacturer of a series of aircraft, and wherein receiving an issue ~~further~~
comprises receiving a non-safety issue.

5. (Currently Amended) A system for collaboratively identifying, prioritizing, and resolving
issues affecting a series administered by an originating entity, the series comprising a plurality of
similar complex systems, the system being implemented over a computer network and
comprising:

a first computer device adapted to be used by a customer and configured to be in
communication with a computer network;

a second computer device adapted to be used by the originating entity and configured to be in communication with the computer network;

a third computer device adapted to be used by a committee comprised of a customer representative and an originating entity representative, the third computer device being configured to be in communication with the computer network; and

a fourth computer device configured to be in communication with the first, second, and third computer devices over the computer network, the fourth computer device comprising:

a first processing portion configured receive at least one of an issue ~~and~~or a comment corresponding to the issue from at least one of the first computer device ~~and~~or the second computer device over the computer network;

a second processing portion responsive to the first processing portion and configured to post at least one of the issue and the comment on a discussion-capable electronic media accessible to the first, second, and third computer devices over the computer network, the electronic media being configured to have a plurality of issues and a plurality of comments posted thereon;

a third processing portion configured to be responsive to the third computer device used by the committee, for the committee to:

access the electronic media;

separate the posted plurality of issues into rejected issues and action issues, at least partially based on the posted plurality of comments; and

prioritize the action issues;

a fourth processing portion configured to be responsive to the third computer device used by the committee, for the committee to:

assign ~~each~~an action issue to ~~at least one of the customer and~~or the originating entity to have a resolution investigation conducted thereon; and

send a set of resolution directions for conducting the resolution investigation for ~~each~~ the assigned action issue over the computer network to the ~~at least one of the customer and or~~ the originating entity via the corresponding one of the first computer device ~~and or~~ the second computer device;

a fifth processing portion configured to receive a resolution proposal, resulting from the corresponding resolution investigation, for ~~each~~ the action issue over the computer network, from the ~~at least one of the customer and or~~ the originating entity assigned the respective action issue and such that the resolution ~~proposals are~~ proposal is accessible by the committee via the third computer device, for the committee to evaluate the resolution ~~proposals~~ proposal; and

a sixth processing portion configured to be responsive to the third computer device used by the committee, for the committee to:
direct implementation of the resolution proposal for ~~each~~ the evaluated action issue over the computer network; and
direct closure of the action issue upon completion of implementation of the resolution proposal,

wherein the fourth, fifth and sixth executable portions are configured for each of a plurality of action issues based upon the priority determined by the committee.

6. (Currently Amended) A system according to Claim 5 wherein the third processing portion is further configured to store the rejected issues for at least one of further monitoring ~~and or~~ future reference.

7. (Currently Amended) A system according to Claim 5 wherein the set of resolution directions ~~further~~ comprises at least one of an assignment of the action issue to ~~at least one of the customer~~

~~and or~~ the originating entity, a suggested cost of the implementation of the resolution proposal,
~~and or~~ a criteria for designating the action issue as being resolved.

8. (Currently Amended) A system according to Claim 5 wherein the issues ~~further~~ comprise non-safety issues.

9. (Original) A system according to Claim 5 wherein the originating entity comprises a manufacturer of the series.

10. (Original) A system according to Claim 9 wherein the originating entity comprises an aircraft manufacturer of a series of aircraft.

11. (Currently Amended) A method of collaboratively identifying, prioritizing, and resolving issues affecting a series administered by an originating entity, the series comprising a plurality of similar complex systems, the method being implemented over a computer network in communication with a first, second, and third computer device, the first computer device being adapted to be used by a customer in possession of a system in the series, the second computer device being adapted to be used by the originating entity, and the third computer device being adapted to be used by a committee comprised of a customer representative and an originating entity representative, the method comprising:

receiving at least one of an issue ~~and or~~ a comment corresponding to the issue over the computer network, from at least one of the customer ~~and or~~ the originating entity via the respective computer device, on a discussion-capable electronic media configured to have a plurality of issues and a plurality of comments posted thereon and accessible to the first, the second, and the third computer devices over the computer network;

separating, by the committee, the posted issues into rejected issues and action issues at least partially based on the posted comments;

prioritizing, by the committee, the action issues;

assigning, by the committee, ~~each~~an action issue to an assignee, the assignee comprising ~~at least one of the customer and~~or the originating entity, the assignee for the respective action issue thereby being responsible for developing a resolution proposal for resolving that action issue;

sending, by the committee via the third computer device, ~~each~~the action issue with an associated set of resolution directions over the computer network to the assignee of the ~~respective~~ action issue via the respective computer device, the set of resolution directions including at least one issue-closure criteria to be met by the resolution proposal for the ~~respective~~ action issue;

receiving, by the committee, a resolution proposal for ~~each~~the action issue over the computer network from the respective assignee;

evaluating, by the committee, the resolution proposal for the ~~respective~~ action issue with respect to the issue-closure criteria;

directing, by the committee, implementation by at least one of the customer and the originating entity of the resolution proposal meeting the associated issue-closure criteria for ~~each~~the action issue; and

closing, by the committee, ~~each~~the action issue upon completion of implementation of the associated resolution proposal,

wherein the assigning, sending, receiving, evaluating, directing and closing steps occur for each of a plurality of action issues at least partially based upon the priority determined by the committee.

12. (Currently Amended) A method according to Claim 11 further comprising storing the rejected issues for at least one of further monitoring ~~and~~or future reference.

13. (Currently Amended) A method according to Claim 11 wherein assigning ~~each~~the action issue ~~to an assignee further comprises assigning~~ ~~each~~the action issue to an assignee according to the priority determined by the committee.

14. (Currently Amended) A method according to Claim 11 wherein sending each the action issue with an associated set of resolution directions further comprises sending each the action issue with an associated set of resolution directions including at least one of an implementation cost ~~and or~~ an implementation deadline to be met by the resolution proposal for the respective action issue.

15. (Currently Amended) A method according to Claim 11 wherein the originating entity comprises an aircraft manufacturer of a series of aircraft, and wherein receiving an issue further comprises receiving a non-safety issue.

16. (Currently Amended) A method according to Claim 11 further comprising requesting, by the committee, approval of the at least one issue-closure criteria associated with each the action issue, from at least the customer, prior to assigning the action issue to the assignee.

17. (Currently Amended) A method according to Claim 11 further comprising obtaining, by the committee, a commitment from at least the customer to implement a resolution proposal to the ~~respective~~ action issue meeting the at least one issue-closure criteria, prior to assigning the action issue to the assignee.